

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post Guatemala City, Guatemala	2. Agency Commerce	3a. Position Number 312201 A100335
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3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☒ No

4. Reason for Submission

X a. Redescription of duties: this position replaces

(Position Number) 312201 A100335 , (Title) Commercial Assistant (Series) 1510 (Grade) 8☐ b. New Position _____☐ c. Other (explain _____)

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority Florida Regional Classification	Commercial Assistant, 1510	FSN-8		12-2-15
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) Administrative/Commercial Assistant	7. Name of Employee Vacant
8. Office / Section Commercial Section	
b. Second	

9. This is a complete and accurate description of the duties and responsibilities of my position _____ Printed Name of Employee _____ Signature of employee _____ Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position <u>Ana Polanco/Senior Commercial Specialist</u> Printed Name of Supervisor _____ Signature of Supervisor _____ Date (mm-dd-yyyy)
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position <u>Nicole DeSilvis/Senior Commercial Officer</u> Printed Name of Chief or Agency Head _____ Signature of Section Chief or Agency Head _____ Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer _____ Date (mm-dd-yyyy)
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13. Basic Function of Position

This is a combination position that requires the employee to fulfill financial management, administrative, and general services duties as their primary function, and to engage in export promotion activities for the remainder of their time. The Administrative/Commercial Assistant (ACA) performs a wide range of financial management responsibilities, such as preparing and revising budgets, fiscal plans for events. The incumbent prepares all required paperwork for procurements and travel, and performs sub-cashier, and. The ACA serves as principal liaison on all administrative matters between the Regional Administrative Office (RAO) and the Embassy's Budget & Fiscal (B&F) Section. The ACA is the backup for the Regional Senior Administrative Specialist, provides technology support, including serving as systems administrator, and webmaster.

Incumbent also provides trade facilitation support for many commercial-related activities. The ACA assists in the promotion of International Buyer Program events, trade missions, catalog shows, local trade exhibits, and other export promotion activities. The ACA provides support

for business matchmaking programs such as the Gold Key Service and International Partner Search. The incumbent also conducts initial basic market research to fulfill trade information requests from U.S. exporters and host country importers. Also provides follow-up support for export success data gathering and reporting. The incumbent is responsible for developing and growing the Business Service Provider program.

14. Major Duties and Responsibilities

Trade Promotion Support Duties

30%

- The ACA assists LES staff whose primary function is trade promotion. The incumbent will support the promotion of International Buyer Program (IBP) and other scheduled events (trade missions, catalog shows, seminars, local trade exhibits, etc.), helping on organizing logistics and event/meeting schedules, collating promotional materials, market research and briefing materials, conducting mass mail (and/or email) campaigns for the recruitment and participation of local buyers to IBP shows. The incumbent provides support for the organization of networking events and receptions, preparing guest lists and invitations. After events, assists in follow-up activities, such as responding to inquiries generated during the event (trade leads), gathering export successes, entering new contacts into the Salesforce database.
- The incumbent performs a wide range of trade facilitation work and provides extensive support in maintaining databases, researching market information, counseling U.S. exporters/local importers, and conducting export success follow up actions in connection to the following programs: Trade Leads Program, Contact List Service, Gold Key Service, Trade Complaints, and Basic Market Research.
- With guidance of a Specialist, the ACA perform market research in assigned industry sector(s) and makes recommendations for promotion of U.S. exports in these sector(s), taking into account major projects, host-country policies and practices, marketing competition and other factors that affect the opportunities of U.S. suppliers. The incumbent assists LES with preparing and updating the Country Commercial Guide, encourages local firms to seek new products and technology in the U.S. and seeks new ways to bring U.S. sellers and host country buyers together. The ACA assists local buyers group planning to visit the U.S. with arrangements to contact appropriate U.S. firms. The incumbent develops and prepare information on Guatemalan firms, assessing their suitability as trading partners, distributors, agents or representatives for U.S. firms.

Financial Management Duties

25%

- Incumbent performs primary financial management duties for the CS/Guatemala office. The ACA prepares the post's annual budget submission with inputs of the Senior Commercial Officer (SCO) and local staff (LES). The ACA also maintains Excel spreadsheet for Deposit Funds (DF). The incumbent is responsible for the preparation or provision of Post input for all prescribed and requested financial reports and inquiries, including O&A, DF and ICASS. With input from RSCO and LES, incumbent is responsible for development of fiscal plans for all events.
- The ACA maintains all electronic and paper files related to O&A, Deposit Funds, and ICASS. The ACA is responsible for data entry in CBS, creating fiscal plans in the system, collections, liquidations, and reconciliation in of each account with B&F and the RAO in San Salvador. The ACA conducts 3rd and 4th quarterly budget reviews, which involves discussing status of funds with SCO, Regional Senior Commercial Officer (RSCO), and Regional Senior Administrative Specialist (RSAS), alerting them of problems, trends and needed changes, determining whether funds should be carried over or returned, etc.
- The ACA provides all correspondence and justifications relating to budget and financial issues (O&A, DF and ICASS). Under supervision of SCO and RSAS, the ACA responds and complies with all inquiries related to financial matters (O&A, DF and ICASS). Advises and provides inputs to SCO and RSAS and resolves problems as they arise (O&A, DF and ICASS). The incumbent manages and maintains the office filing system.
- The ACA is responsible for receiving and monitoring deposit fund collections, including depositing checks to the USFCS lock box (on a rare occasion), taking credit card payments, when appropriate, and recording transactions in CBS. ACA performs sub-cashier duties, handling petty cash expenditures, and making reconciliation of the operating cash advance. Monitors product/service requests and Client Participation Agreements generated by U.S. Export Assistance Centers and local staff through E-Menu. The incumbent ensures CS compliance with applicable laws regarding the protection of personal and sensitive information in all data bases.

General Services & Technology Support Duties

25%

- Incumbent performs timekeeping duties and submits all Time & Attendance records for the SCO. Maintains and submits all Time & Attendance records. Updates and prepares the quarterly and annual Personnel report and staffing patterns for submission to headquarters.
- Incumbent is responsible for preparing, processing, maintaining files, and following up on all work orders requested by officers and LES for the office. Under supervision of SCO and RSAS, the ACA responds and complies with all inquiries related to administrative matters. Advises and provides inputs to SCO and RSAS and resolves administrative problems as they arise. The incumbent manages and maintains the office filing system for administrative matters. The ACA also ensures compliance with retention documents.
- The ACA is responsible for office upgrades, such as electrical, information technology, reconfiguration of space, and furniture and equipment. The ACA is responsible for maintenance of office, and office equipment. . Maintains inventory and orders all office



supplies for CS/Guatemala. Maintains phone and fax logs and reconciles with monthly statements for identification of official and/or personal use. Processes and monitors office courier account activity, manages and renews all magazine and newspaper subscriptions.

- The ACA serves as Systems Administrator for CS/Guatemala, reporting IT problems and working closely with OCIO to resolve network problems as necessary. Responsibilities in maintaining the office servers and workstations include daily backups of critical data and documents on the servers. The ACA is responsible uploading and maintaining an up-to-date CS website with input from SCO and LES.
- The ACA is responsible for maintaining administrative control of correspondence, manages filing system for CS/Guatemala, and screening callers and visitors. The incumbent responds to inquiries and requests of a routine nature, or directs to responsible party for action. The ACA maintains the human resources files for all LES, and PSA staff, including performance evaluations and personnel actions. Incumbent coordinates administrative arrangements for VIP visits, TDY visitors, and special functions, and assists TDY personnel with travel arrangements, visas, and accommodations

Procurement & Travel Duties

20%

- The ACA submits procurement requests from CS/Guatemala and recommends type of action necessary and probable providers, suppliers, or sources from which the commodity or service is available (O&A, DF and ICASS). With input from LES and SCO, prepares specifications, estimates probable cost, and identifies financial accounts to be charged for all procurement requests (O&A, DF and ICASS). Incumbent submits procurement with detailed specifications and possible service providers. Analyzes and supervises performance of contractors/contracts, including costs, quality, adherence to delivery schedules, and other pertinent factors (O&A, DF and ICASS). The incumbent audits all invoices for CS/Guatemala prior to forwarding to B&F/Procurement for payment.
- The ACA performs credit card procurement for CS/Guatemala. Serves as the cardholder for USG issued \$3,000.00 purchase card. Analyzes credit card purchase requests in CS/Guatemala, and determines the eligibility of those that can be authorized in accordance with DOC purchase card regulations. Maintains and reconciles record (log) of office credit card in CS/Guatemala. The ACA reviews monthly credit card statements for CS/Guatemala to ensure that all event and fiscal data is correct and authorized. Attaches or verifies that all supporting documentation for forwarding to appropriate officials.
- Incumbent is responsible for processing, maintaining files, and following up on all travel authorization requests by local staff. Prepares and processes all travel requests including travel authorization requests, airfare quotes and reservations, calculates per diem (lodging, M&IE, misc costs, etc), and prepares travel advance requests. Maintains travel order request log and files up-to-date, and drafts country clearance cables. Incumbent reviews and submits vouchers to officer and LES for approval, then submits vouchers to the appropriate embassy office and follows up until travel voucher is processed.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."

15. Qualifications Required For Effective Performance

a) Education

At least two (2) years of university studies is required.

b) Prior Work Experience:

At least two years of progressively responsible experience in business, government or NGO's in the fields of marketing, trade promotion, economics, international trade or similar field is required.

c) Post Entry Training

On-the job training by the Commercial Service on export promotion programs, market research, software applications, database use (eMenu, Salesforce, BuyUSA), and the like. Commerce online learning courses and training programs in the U.S. or elsewhere. Introductory Administrative and Financial Management Course. Training and orientation provided by RSAS.

d) Language Proficiency

Level IV (fluent) in both English and Spanish is required.

e) Job Knowledge:

Advanced knowledge of Windows Office Suite, accounting procedures and projections are essential. A thorough knowledge of USFCS and State Department budget and fiscal, personnel, procurement, contracting, travel, building management, and other administrative procedures, regulations and requirements; of USFCS regulations in the FAM and the CS operations manual and MOA on all phases of post administration is desired. Must be able to communicate budget information clearly and completely, both in writing and orally.

Basic understanding of local business firms, trade practices, restrictions, organizations and customs; of marketing and sales techniques; and of CS internal reporting requirements, operating procedures and regulations.

Basic knowledge of operation and maintenance of IT systems, infrastructure and peripherals. Basic knowledge on common office equipment, e.g., computer networking equipment, videoconference equipment, as well as basic software programs. General knowledge of the principles of website design and management.

f) Skills and Abilities

Must be able to support work required with a minimum of guidance and instructions. Must be able to make preliminary decisions relative to classification of funds in allocation process, and to obligation trends as they relate to financial plans. Must be able to locate proper background materials as a basis to compute cost items relative to personnel, price of goods, exchange rates etc.

Ability to assess problems and develop realistic solutions (e.g. how to plan and administer available resources of funds, personnel, and equipment in the best interest of the CS); ability to coordinate with FCS SCO, RSAS, and Embassy administrative offices on program planning to develop financial plans and program budgets; ability to plan expenditures for CS and to reprogram funds; and ability to negotiate effectively with Embassy administrative personnel on CS operations and resources. Must be able to follow on analytical work to minimize need for detail work by higher-level personnel. Must be able to summarize information orally and in writing to present quickly and precisely to support personnel information and complex relationships. Must exercise good level of interpersonal skills in order to facilitate exchange of information at the working level.

Ability in use of graphics and related software, digital cameras and images/photograph management tools, and videoconferencing equipment. Ability for troubleshooting technical problems. (Level IV – good working knowledge).

Ability to meet and serve representatives of U.S. and host country commercial and business firms and other key personnel with tact and efficiency; skill in word processing and data manipulation (e.g. promotional campaigns, mailing lists, key contact lists); basic research and analytical skills; strong writing skills (e.g, responses to business inquiries, market insights).

16. Position elements

a. Supervision Received

Under the general direction of the FCS Head of Section and/or Commercial Specialist.

Financial Duties - under the direct supervision of the FCS Head of Section. Consultation and guidance from RSAS in San Salvador or LES whose primary function is trade promotion. As authorized by the RSCO (located in El Salvador). All final commitments on financial matters are referred to the RSCO, CO, and RSAS (located in El Salvador). Trade Promotion Support Duties -

b. Available Guidelines

FAM; United States Department of Commerce/USCS Operations Manuals, guidelines, training, and circulars; instructions of the FCS RSCO, CO, RSAS and CS/CA Regional Operations Manual.

c. Exercise of Judgment:

Uses judgment in matching U.S. and host country firms, in determining complexity of business inquiries and referring as necessary to senior staff, and in gathering necessary information to complete a given assignment. Must use good judgment in providing advice to the U.S. officers and Embassy staff on administrative and financial issues. Unusually complex issues are referred to the RSCO, CO or RSAS (located in El Salvador).

d. Authority to make Commitments

Has authority to make limited commitments to U.S. and host country companies on program matters. As authorized by the FCS RSCO, CO and RSAS. All final commitments on financial matters are referred to the FCS RSCO, CO or RSAS.

e. Nature, Level, and Purpose of Contacts:

Mid- to senior-level business contacts, for the purpose of soliciting interest in meeting U.S. business representatives; mid-level government and NGO officials for gathering market information. Maintains excellent working level contacts with all Embassy Administrative units and contacts with the heads of sections for the Administrative units. The incumbent must also maintain mid-to high-level contacts with service and product suppliers with whom the CS conducts business.

f. Supervision Exercised:

Supervises work done by relevant contract personnel as required for specific projects or events.

g. Time Required to Perform Full Range of Duties

1 year.